



Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Dennis R. Schrader, Secretary

February 4, 2022

Dear Colleague,

Below is an overview of the Maryland Department of Health (MDH) network infrastructure security incident response and restoration activities. It reflects updates as of 12:00 pm EST February 3, 2022.

MDH INCIDENT RESPONSE

MDH's containment, investigation, and restoration efforts are ongoing as part of the agency's response to the network security incident that was first detected on December 4, 2021. MDH continues to carefully assess critical systems involved in the security incident and identify and prioritize the processes needed to support network equipment and business process restoration.

From the moment this incident was detected, our actions have been balanced by the principles of protecting the systems and data in our care, including the data security of Marylanders, and maintaining the continuity of our business operations. We have been and remain committed to updating MDH employees on our evolving restoration efforts.

KEY UPDATES

- The pilot program to test the restoration of the Maryland Developmental Disabilities Administration's (DDA) Provider Consumer Information Systems (PCIS2) was a success and on February 2, the state's 230 providers had resumed their daily business processes in the system.
- Last week's full restoration of the License Application Retrieval System (LARS) enabled the Maryland Board of Nursing (MBON) to resume processing renewal and new licenses. As of February 1, the MBON had processed their backlog of 9,400 online applications.
- We are working on providing MDH laptops with a pre-configured template, known as a golden image, that allows employees to have access to their previous shared network drive files in a more secure manner. This week, we configured 250 of the 450 laptops that are currently on the priority list.

- MDH continues to distribute loaner laptops on a prioritized basis as we work towards meeting our goal of providing all employees who need a laptop with MDH-issued equipment to perform their job duties.
- We continue to connect with all MDH locations and scan their connected equipment, including laptops and desktop PCs, to determine if they may have been impacted by the security incident and assess whether they require any remediation.

The latest information and update on the MDH network security incident is always available at our dedicated [webpage](#) that MDH has established to keep Marylanders informed of the recovery and restoration processes.

Thank you for your continued patience, partnership and support. For any questions, please contact Webster Ye, MDH Assistant Secretary, Health Policy, at webster.ye@maryland.gov or 410.767.6481.

Sincerely,

A handwritten signature in black ink, reading "Dennis R. Schrader". The signature is fluid and cursive, with the first name "Dennis" being the most prominent.

Dennis R. Schrader
Secretary